

# Warrington's All Age Carers Strategy

2025 - 2028

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**WARRINGTON**  
Borough Council

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## A joint foreword

Warrington Carers Strategy for 2025 – 2028 sets out our shared duties and responsibilities to unpaid carers in Warrington and our pledges to ensure that carers are listened to, valued and supported. There are many definitions to describe unpaid carers and the caring role. [The Carers Trust](#) defines a carer as “anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.”

This strategy is aimed at all unpaid carers across Warrington, regardless of age, background or type of caring role. It is also for all those that do or could meet and support carers as part of their day-to-day work/role, this includes paid staff and also volunteers in big and small organisations. This strategy is deliberate in wanting to be inclusive of all carers and all those that offer support.

We aim to reach carers across all ages and from all backgrounds in Warrington. The strategy covers young carers<sup>1</sup>, young adult carers<sup>1</sup>, adult carers and parent carers<sup>2</sup>. It sets out local ambitions, national policy and our legal duties to carers. It has been produced in close collaboration with carers of all ages to ensure that their voice and experiences are heard and that their priorities become our priorities.

We recognise that no single organisation can deliver all that is needed. This is a joint strategy on behalf of the [Warrington Together Partnership](#) which includes the council, NHS Partners and also the voluntary sector. There are many partnerships, joint plans and activities that link with this strategy, and colleagues across the system including independent and voluntary providers are central to bringing our commitments and priorities to life.

The strategy has been developed and informed by research using the latest Joint Strategic Needs Assessment (JSNA)<sup>3</sup>, Warrington’s Health and Wellbeing Survey 2023<sup>4</sup> and extensive engagement with local carers, service providers and key partners. We have also taken into account information gathered through carers surveys and the personal experiences that carers fed back through the number of carer groups from across the borough.

### References

<sup>1</sup> A young carer is defined as someone aged 25 and under, who cares for a friend or family member who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support. Older young carers are also known as young adult carers. [About Us - Caring as a Young Carer \(carers.org\)](#)

<sup>2</sup> A parent carer is someone who provides support to children with additional needs, (including grown up children) who could not manage without their help. The child/adult could have a disability (permanent or temporary), suffer with a mental health condition, or have alcohol or substance misuse problems.

<sup>3</sup> The Joint Strategic Needs Assessment (JSNA) 2022 [Joint Strategic Needs Assessment \(JSNA\) | warrington.gov.uk](#) provides a high-level overview on a wide range of factors that affect the health and wellbeing of the people of Warrington. This includes people that are caring for someone in an unpaid role.

<sup>4</sup> Warrington’s Health and Wellbeing Survey 2023 [Warrington Health & Wellbeing Survey 2023](#) was sent out to a proportion of the population of adults aged 18+ at random. 4,932 surveys were completed which was a response rate of 8%.

## Acknowledgment and thanks

This strategy has been informed by building on the carer feedback that was used to develop our previous Carers Strategy for 2021 – 2024, alongside further extensive carer engagement and surveys that took place during 2023 and 2024.

Through our partners, we have engaged with more than 900 carers to inform this strategy and received one hundred and eleven completed carers surveys.

Thank you to all carers that have taken the time to talk to us and/or completed the surveys. Thanks also to partners that have provided us with feedback and enabled us to attend your meetings and groups.

We have spoken to carers at a range of events, including:

- Disability Awareness Day
- 'Making Connections: Warrington Dementia Network Event'
- via existing carer engagement groups (detailed later within the strategy document)
- smaller groups either for carers themselves or for the carers and those they care for

**Cllr Maureen McLoughlin's statement  
as Chair of the Health and Wellbeing Board**

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## Introduction

We have used the views and experiences of Warrington carers, and people and organisations that support carers, as the foundation to build and direct our Commitments and Priorities for the next three years. This is why our strategy begins with the views and aspirations of carers in Warrington. We will continue the conversation with carers and all partners to embed consultation, co-design and co-production in all our work around carers.

Carers of all ages play a hugely significant and important role across our communities. Estimates indicate that there are at least 20,000 unpaid carers in Warrington, and the true picture is estimated to be double that. The feedback and comments that carers have shared reflects the national and regional picture, whilst also highlighting local issues and opportunities for change.

Each caring situation is unique and is influenced by factors relating to both the carer and the person they care for. Across all of the engagement carried out with carers and the feedback from people that are working with carers, two comments we have heard often is 'we're managing', 'I'm just getting on with it'.

It is widely recognised that often carers either don't see themselves as carers, are unaware of the support available to them or they are reluctant to ask for help - addressing these issues are a priority. Engagement with carers has also identified specific areas for improvement and development to ensure that support and services are more accessible and timelier. The most recent surveys and meetings with carers have highlighted the significance of loneliness and isolation that have emerged as a result of the caring role. Carers have also described in detail the importance of getting a break that this is personalised to them and their needs – there is no one size fits all. For some it's getting to see family or spend time with others that understand your experience. For some its being able to recharge by pre booking a couple of hours or a few nights support or respite.

The strategy focuses on:

- What carers have told us matters to them
- How we will deliver on the Commitments and Priorities identified in this strategy
- How we will know we have made a difference

## Our commitments

This Carers Strategy for 2025 – 2028 signals a renewed commitment by all partners. These Commitments run through the purpose and aim of the strategy and how we will deliver our priorities and promises. All organisations who are partners to this strategy have agreed to:

- Ensure that carers are acknowledged as expert partners in care and their skills and knowledge are both valued and utilised
- Ensure that all carers have a voice that is heard, and carers help shape and design services which matter to them and the person they care for
- Acknowledge the contribution that carers make as well as the impact that caring has on their health and wellbeing, ensuring that carers have access to the right support, at the right time, to support both their physical health and mental wellbeing
- Recognise difference in carers and caring roles, which can be influenced by age, gender, locality, economic factors etc.
- Promote awareness and good practice in the identification of carers
- Commit to a range of actions detailed in the Delivery Plan which will contribute to the delivery of our Commitments and Priorities set out in this strategy
- Work together to ensure that carers feel valued and empowered
- We will remain committed to better understanding who Warrington's carers are and reaching out to those we don't know about

## Local and national data on unpaid carers

### Local data on unpaid carers

Below details what we know about carers in Warrington. This is based on local data, feedback from carers and from information from partners including the voluntary, community, faith and social enterprise (VCFSE) sector.

Data from the Warrington 2021 census shows us that:

- 9.5% of the population provide unpaid care
- In Warrington, we have a proportionally higher number of carers providing 19 hours or less care per week than the national and regional average. 4.9% (9,837) of the population compared with the Northwest at 4.5% and England at 4.4%
- In line with national and regional trends, predominantly carers in Warrington are female, although from aged 80+ years the majority of carers are male
- The majority of carers across all wards in Warrington are female

During 2023-24, 4124 adult carers were receiving direct support from the council, either via a commissioned service or via direct payment for the support they needed. This is an increase of 30.8% from the previous year (2023 – 24).

- 3% (134) carers were under 25 years of age
- 62% (2555) were aged between 26 – 65
- 35% (1435) were aged 65-84 and 191 were aged 85 or over.

As at the 31 March 2024, Warrington Carers Hub had 3291 registered adult carers with 539 new carers registered during that financial year (1 April 2023 – 31 March 2024). The demographic of the adult carers registered with the service is detailed below:

- 55% female
- 7% aged 18 – 25
- 40% aged 26 – 64
- 31% aged 65+
- The remaining 22% did not provide a date of birth upon referral or the carer declined.

### Our Carers Survey

During the month of July 2024, we widely circulated and promoted a carer survey asking carers a variety of questions about their caring role and the impact it has. From the one hundred and eleven (111) responses received:

- 74.5% were caring for one person, 20% were caring for two people
- 58 respondents cared for a partners or spouse, 34 cared for parents, 38 were caring for a child/children, 6 were caring for a sibling, 5 were caring for another relative, 3 were caring for a friend and 1 was caring for neighbour.\*
- The majority of respondents have been caring for between 1 – 5 years
- 46% were caring for someone with a long-term condition and 44% were caring with someone with a physical disability. 30.6% were caring for someone with dementia and 30.6% were caring for someone with a neurological disability \*



- 65.4% said that they knew where to find out information about services for carers in Warrington (34.6% did not). This is an improvement on the responses we have received previously so we know that carers are getting more aware of where and how to find information. This is likely to be because it is something that partners have been working on and also people having increased access to technology and the internet
- 25.7% of respondents had not looked for any information about support, services or benefits. Of those that had looked, 24.7% said that they had found it easy or very easy to find information, however just under half (49.6%) said they have found it either difficult or very difficult to find information. We need to address this and therefore 'Easy Access to information and advice for carers' is addressed within the Delivery Plan
- Only 15.5% of respondents agreed that services were joined up. We have a long way to go to address this, and the Delivery Plan sets out how we intend to address this
- 70.7% have either never or only rarely had a break from their caring roles in the last twelve months. We are currently reviewing our breaks for carers, including our carers' groups and respite offers
- Just over a third (35%) of carers said that their caring role had a huge impact on their finances. This is in line with national and regional data. 65.6% did not know if they are receiving all the financial support available to them. Whilst addressing carer information and advice within our delivery plan we will include information and advice around financial support available to carers

\* Note: this was a multi optional question, so respondents could specify more than one condition.

Further details about the results of the July carers survey are available upon request. To find out how you can get in touch with us visit [warrington.gov.uk/speak-someone-about-our-services](https://warrington.gov.uk/speak-someone-about-our-services)

Further information on the local health and wellbeing needs of the people in Warrington can be found within Warrington's Joint Strategic Needs Assessment (JSNA), the Health and Wellbeing Survey [Warrington Health & Wellbeing Survey 2023](#) and the Equality Impact Assessment for Warrington Carers Strategy 2025 – 2028

## The national and regional picture

Every carer's experience is unique. This section highlights the common and recurring themes that appear nationally, regionally, and locally. There is a vast amount of data on carers available, and below we have set out just a small amount of this data to give an overview of the issues and difficulties facing carers.

### National data on unpaid carers from Carers UK:

- There are an estimated 5.7 million unpaid carers across the UK
- This means that around 9% of people are providing unpaid care. However, Carers UK research in 2022 estimates the number of unpaid carers could be as high as 10.6 million
- According to the last Census in 2021, there are 2.5 million unpaid carers in employment. On average, 600 people a day leave work to care – with over 500,000 people leaving work to provide unpaid care pre-pandemic
- One in seven people in the workplace in the UK are juggling work and care

### Regional data on unpaid carers from Carers UK:

- 40% of carers surveyed – many of them caring for more than 50 hours a week - said that they had given up work to provide unpaid care, and 22% had reduced their working hours because of their caring role
- More than a quarter (27%) of unpaid carers have bad or very bad mental health, rising to 31% of those caring for more than 50 hours a week, or for over 10 years
- 79% feel stressed or anxious, 49% feel depressed, and 50% feel lonely
- Despite feeling they are at breaking point, nearly three quarters (73%) of carers with bad or very bad mental health are continuing to provide care
- For 65% of carers the increase in the cost of living was having a negative impact on their physical and/or mental health
- 30% of carers are struggling to make ends meet
- 60% of carers were worried about the impact of caring responsibilities on their finances and 62% have been finding it more difficult to manage financially due to the increase in the cost of living

## An overview of the role of caring and carers in Warrington

This section is structured around the data available and capturing some of the lived experiences of carers. We have drawn upon individual stories and examples that carers have told us they are experiencing (with names and identifiable information changed/removed). We acknowledge that this does not cover each carers situation and is given within this strategy to 'set the scene' locally based on carers experiences.

### Young carers and young adult carers

Research by Action for children shows that as many as one in five children and young people are carers.

- There are an estimated one million young carers across the UK
- There are around 800,000 young carers aged 11-16 in England alone
- One in three children with caring responsibilities said that their caring role makes them feel stressed
- 23% of young carers in the UK said that their caring role had stopped them making or maintaining friendships
- Over a quarter of young carers aged 11-15 regularly miss school

For young carers, the isolation, worry and stress can negatively impact their experience in education. This can have a lasting effect on their life chances. Schools that have sensitively developed their knowledge and awareness of Children with caring responsibilities are commonly reported on more positively by children. More recently, new research by Action for Children and Carers Trust found that eight out of ten young carers feel lonely during the summer holidays and over a third of young carers do not look forward to summer.

Young carers have certain legal rights to get extra support introduced in the Children Act 1989 and the Children and Families Act 2014.

It is difficult to know the exact numbers of young carers and young adult carers we have in Warrington. Young carers assessments are carried as part of 'the whole family' assessment within Children's Services.

As at the 31 March 2024, Warrington Carers Hub had 303 young carers registered, with 105 new carers registered during that financial year (1 April 2023 – 31 March 2024). The demographic of the young carers registered is detailed below:

- 56% female
- 36% aged 5 – 11
- 46% aged 12 – 16
- 18% aged 17 years

#### **Sophia – young carer**

Sophia is aged seven and provides care and support for both a sibling and a parent living within the same household. Sophia's brother Peter has visual impairment and other complex health needs which affect his behaviour. Sophia provides emotional support to Peter but is also impacted by the living conditions within the home and the careful manner in which they must ensure Peters safety. Because Peter can become distressed and frustrated in difficult situations this also limits the number of outings and

activities the family can participate in. One of Sophia's parents has also recently become unwell with a neurological disorder which has further impacted the family and how they are able to care for each other. Sophia's parent has been unable to work for a significant amount of time and is also unable to drive which has had a financial impact on the family and also a reliance on others to help collect Sophia and her brother from school and support with childcare.

#### **Theo - Young Adult Carer**

Theo is aged 18 and was caring for both his mother and father. Theo has been a Young Carer since he was in Year 8 (aged 14). Mum sadly died towards the end of 2022. Theo continues to care for dad and also helps his nan. Theo said he is very grateful for the support received from Warrington Carers Hub and Child Bereavement UK. Theo is now a student at one of the local colleges and is also a Student Ambassador. He was recently nominated for the Student of the Year Award by their Progress Tutor and travelled to London for the awards ceremony. The Student Social Mobility Awards to showcase the incredible achievements of undergraduates from lower socio-economic backgrounds. They recognise students who have excelled in their studies and beyond and who have shown great potential to excel. Theo was recognised for being an active member of his local community as well as volunteering at local events supporting young people from disadvantaged backgrounds. Theo said: "I just really enjoy helping people and when I found out that I won the award for what I do, I was shocked as well as massively proud of myself and just excited!"

We recognise that we need to do more to identify young carers and young adult carers. It is also important that all partners become more aware of the challenges that young carers face so that our support can identify, involve, and where appropriate and wanted supports them in their roles.

We need to particularly ensure that children's and adults' services are 'young carer aware' and work together to offer help to children and the person they may be caring for. One of the aims will be avoid multiple assessments, ensuring that everyone is signed up to and using the Carers Trust 'No wrong Doors' [Memorandum of Understanding \(MoU\)](#). The commitments set out in No Wrong Doors are designed to improve joint working between adult and children's social care services, the NHS and other key organisations in respect of identification and support for children who are carers and their families.

Embedding this work alongside awareness and will be a focus within our Development Plan.

#### **Parent carers**

Parent carers rightly see themselves as parents first and foremost and often don't see themselves as a carer. Professionals may also miss or not see the impact of caring and be less likely to see and then support parents of children that have additional needs including parents of adult children.

This is important, because once parent carers recognise they are a carer and that their role may be causing additional practical, emotional or financial worries, then they are more likely to look for support.

#### **Mike and Sally - Parent carers**

Mike and Sally care for their adult son John. John has autism and mental health difficulties. Mike and Sally want and need a holiday but due to John's conditions are struggling to arrange this. They have taken John on holiday with them but last time he had difficulties on the plane resulting in being delayed in security on arrival - they don't feel it's an option again, plus they "need the break away from it all".

Previously John went into respite provision, but this triggered John's anxieties which presented themselves as anger and physical aggression towards staff resulting in him coming home almost immediately. Although John can manage his self-care, Mike and Sally don't feel they can leave John without supervision "in case he does something." They are worried he may "trash the house or worse still hurt himself." They need someone to call in and keep regular checks to ensure that John is safe and taking care of himself (and the house) but they feel this is difficult to organise as John would refuse to let them in. Mike said he and Sally "are exhausted with it all" and are "on pins all the time in case you say something wrong which then triggers John." They are also worried about the long-term future.

26.5% of respondents to the carers survey to inform this Carer Strategy were parent carers. The majority of those had been caring for 16 years or more. 37.5% of those respondents were also caring for at least one of other person, such as a parent or another child with care/support needs. According to the survey results and discussions, this caring group found it the most difficult to find information and when they did, they reported that they did not find it very helpful. 62.5% of respondents stated that they either "never" or "rarely" got a break from their caring role. 53% of respondents that answered the question regarding the impact that caring has on their finances reported that it had a huge impact. The top things that parent carers said would help them are:

- Having clear and consistent information and advice to support the person/people they care for and having clear and consistent information and advice to support them as carers
- Having a professional to talk to
- Knowing what financial help is available

## Adult carers

Within this strategy when we refer to an 'adult carer' we are referring to an adult that is caring for another adult or adults. Sometimes this can be caring for an elderly parent/s and or caring for a partner and sometimes both.

66.4% of respondents to the carers survey defined themselves as adult carers. Almost 22% of those respondents stated they were caring for more than one person and the majority had been caring for between 1 – 5 years.

When we spoke to carers, many said they were caring for a parent/s and juggling this with work and family life which was causing a strain on their own wellbeing and impacting on their family. With the ageing population the number of people becoming unpaid carers is going to increase. This will be more significant in Warrington because:

- Warrington currently has a high proportion of middle-aged people aged 45 to 59 who will turn 65 between 2026 and 2041
- The projection is that from 2018 to 2043 there will be a 98% increase in 85 to 89 year olds and a 138% increase in those aged 90 and over

**Jean – Adult carer**

Jean is 78 years old and is the sole carer for her husband, Tom who is 82 years old and has dementia. Jean has been caring since 2022. Due to the nature of Toms dementia, Jean's role of carer is very demanding at times. Jean cannot leave Tom alone for more than one hour and Tom has started to hide things around the house thinking that he is keeping them safe but then neither of them are able to find things they need. The couple do have family, but they do not live locally.

The couple have been supported by Warrington Borough Council and Warrington Carers Hub who have connected Jean and Tom with local support groups which they have started to attend. Jean has also been provided with a list of useful books to help her better understand Toms condition and they have been directed to useful websites such as the Alzheimer's Forum and the Dementia UK. Warrington Carers Hub have also helped Jean in finding solutions to everyday problems. Jean now regularly attends one of the Coffee and Chat sessions whenever she is able to do so and said that even an hour of respite lifts her spirit and enables her to cope with the challenges ahead and she no longer feels alone in her dementia caring journey.

**Fred – adult carer**

Fred is 87 years old and cares for his wife, Minnie who has cancer. Fred has been a carer for approximately three years. Fred originally contacted Warrington Carers Hub because his boiler was broken and he wanted to know if there were any funds that carers could access to get a free replacement boiler. Fred had originally telephoned a contractor who came out to look at the boiler, charging a call out fee of £180 to inspect the system only to then inform him that the system was too old to be fixed. Because of Minnie's condition it is essential that they can keep their home warm.

Fred gave consent for Warrington Carers Hub to make telephone calls on his behalf. They assisted Fred to apply for a grant for a replacement system. During the time waiting for the new boiler to be fitted and whilst the boiler was being fitted, Warrington Carers Hub kept in contact with Fred to see how the work was progressing, and also checking that he and Minnie were still warm and able to access hot water. The work is now completed and Fred and Minnie have a warm home.

## What carers have told us

This section provides an overview of what carers and partners have told us and is also informed by the carers survey results and feedback.

It is notable that the things that carers have told us remains consistent and has not changed significantly over the last few years. There are common issues on the things that carers say get in the way and/or hinder them their caring role. Likewise, the things that carers say would help them have also remained consistent. We have made progress in most areas following on from our Carers Strategy for 2021 - 2024, but there is still work to do. Our Commitments, Priorities and Delivery Plan set out how we intend to build on this. Details of these can be found further within this strategy.

### Overview

Many carers reported feeling lonely and isolated, frustrated and overwhelmed. The key themes that carers have told us about are:

- Finances
- Time off, respite or short breaks
- Transport
- The carer offer in Warrington
- Information and guidance
- Navigating the system

### Some things that carers say get in the way

- Services aren't joined up – carers reported that although things were improving in this area, services still aren't joined up or as joined up as they should be. A consequence of this is that they get 'referred' around and end up saying the same thing over again or providing the same information multiple times
- Navigating the system – carers report lack of clarity on who/which department/organisation does what. For example, being told they or the person they care for need something like 'podiatry' but not told if they will be referred, or whether they need to do this themselves
- "Being a self-funder"\* – some carers that were supporting others who paid for and or arranged their own care reported feeling alone and "left to get on with it" when they had to fund and co-ordinate all of the care/support themselves
- Lack of respite provision and difficulty arranging respite. Carers and organisations told us about the difficulty carers had trying to arrange and coordinate overnight respite when they needed it. This was due to the limited supply and it being hard to coordinate and book
- Care costs – some carers are reporting cutting back on paid care (for the cared for person) due to the increased costs which means their caring role is more demanding
- The general cost of living – the increased cost of living with food and heating prices rising has put a significant extra strain on carers finances. The picture in Warrington reflects the regional and national picture with carers reporting cutting back on things such as journeys and food and heating

- Juggling caring roles – “Juggling the speed of deterioration of my husband's physical condition along with looking after my parents – one parent has Alzheimer’s and the other has mobility issues”
- The cared for person/s refusing help from others – “The person I care for won’t accept any outside help so I have to do it all. I don’t know how much longer I can carry on”
- Lack of individualised support and accessibility of groups – carers reported that they struggled to get to the groups because of lack of transport, or the times and locations aren’t always suitable for them. Carers that worked, or because their caring duties mean they cannot attend in the daytime wanted some groups in the evenings or at weekend. One carer said “it’s great having all these groups for mum, but I can’t get her there unless I take time off work”. Carers would also like alternative approaches to the current approaches for example a carers walking group
- Lack of transport – carers regularly cited this as an issue – particularly if appointments or activities or help was on the other side of the town
- Not knowing what information they need or what information or help is available – “when I eventually got some information it was helpful but I don’t understand why it took so long for someone to point me in the right directions”

\* A self-funder is the term given to someone who pays the full cost of their own care and support. As a self-funder any care contracts will usually be between the individual and the care provider directly.

### **Some things that carers say have helped or they felt would help them**

Carers consistently told us that they wanted more understanding and recognition of their lives and what they were doing including the diversity of their roles. Accessible, flexible and responsive services were clearly of equal priority and some of the headlines from this;

- Having and being guided to clear and consistent information and advice to support me as a carer and the person/or people I care for
- Having specialist advice and training to help me carry out and carry on my caring role
- Improved recognition of carers and the difference they make – seeing me as the expert that I am
- Knowing and directing me to what financial help is available
- Having someone to talk to (a professional) that is knowledgeable and experienced in supporting carers
- Joined up services that communicate with each other
- Having a named person as the key contact that can “go on the journey” with them, that would know who to contact and would help and direct carers to navigate through the system
- Having specific support for working parent carers
- Developing support that can respond quickly to a crisis or near breakdown
- Better access to mental health support and counselling for me that understands my life and role as a carer
- Being able to go away overnight knowing that the cared for person is safe at home.
- Different types of respite and breaks, such as a 'sitting service'
- Up to date information on what support and groups are available local to me



### **Some things that carers say does help them and we should continue to do**

- ✓ There are various carers groups on offer in Warrington. Some are for the carer alone and some are for the carer and cared for to attend. Both are very warmly received, and carers say these make a real difference to them
- ✓ The support offered from staff at Warrington Carers Hub and the Carers Support Team at Warrington Borough Council. The majority of carers reported these services very beneficial and they have helped carers particularly at times of transition or crisis
- ✓ Carers report that the information and guidance available for carers is getting better and more carers know where to go to get the information
- ✓ Carers informed us about the difference having a carer Direct Payment\* has made to enable them to have a break. Some carers talked about using their Direct Payments for sitting services which have massively increased the wellbeing of both the carers and the cared for

\* Direct payments for carers are given to support the carer to have some time to look after their own wellbeing. With direct payments you can choose and purchase the services you need, as agreed in your carers support plan.

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## Warrington's Priorities

This Carers Strategy sets out three overarching Priorities that Warrington Carers Partnership Board agree are the key areas we need to focus on, in order to make a positive difference. They will contribute to making Warrington a place that recognises carers, promotes the health and well-being of carers and reduces the inequalities that carers experience due to their caring role.

The 3 priority areas are derived from the extensive feedback referenced earlier in the Strategy. Each priority is expressed through "I" statements from carers perspectives.

In line with the overarching Commitments we make in this strategy, a detailed Delivery Plan sits alongside this strategy setting out the actions and activities that will be needed to deliver it. Below is an overview of the Priorities and some examples of how we will go about achieving these.

### Priority One - Identification and Recognition

A key message from carers was that people didn't see themselves as carers and that others they met didn't understand the impact that caring had on their lives, i.e. relationships, work, learning. This priority sets out how we will develop and improve carer identification and recognition.

By 'identification' we mean people themselves start to identify that they are carers when they are carrying out an unpaid role caring and/or supporting a family member or friend, who due to illness, disability, a mental health problem or an addiction that would not be able to cope without their support. We also mean professionals identifying when people are caring and/or supporting a family member or friend, in the same circumstances as detailed above, and helping to ensure that those individuals realise that they are carers, and as such have rights and support available to support them.

By 'recognition' we mean acknowledging and appreciating that for some people, caring can sometimes be difficult and / or overwhelming, but can also provide positive choice and role. For example, many want to continue to care but need help to do this. It is vital that partners recognise the contribution that carers make and also recognise the impact it can have.

We need to identify and recognise that at times, in some cases the caring role can place a great strain on carers and we need to ensure that this is identified early and help and support is put in place to reduce this. It is also important to recognise and understand the impact on the cared for. Sometimes people want to care for their loved one, but their loved one may prefer to receive that from a professional. We will revisit the recommendations following the safeguarding audit that was carried out in February 2021 and review the [carers webpage](#) on the Warrington Safeguarding Partnerships website, so that carer and the cared for have a direct link to support available.

The promotion of Warrington Carers Hub and other support services available to carers across Warrington will be central to reaching the wider public and highlighting what a carer is, the diversity of the role and getting people to recognise themselves as carers. We will work in conjunction with all community partners and initiatives such as the Living Well Hub, community connectors, GP link workers, carer champions and social prescribers to identify carers within the community and raise awareness of the services available. The priorities will be those working in

the NHS, GP surgeries, primary care including podiatry and physiotherapy etc. and schools and colleges. We also need to link with wider organisations like shops, faith groups, and leisure providers to identify carers and support campaigns and activities.

Our approaches need to be sensitive to difference and that people will need different approaches to engage them. For example, we recognise we need to increase our knowledge of our diverse range of carers within our Black, Asian or minority ethnic, LGBTQ+ and Gypsy and Traveller communities and will be working with partners to ensure that carers within these communities know what support is available and that this is tailored to meet their religious, cultural and language needs.

Research by the Carers Trust noted many carers from Black, Asian and minority ethnic backgrounds do not often recognise themselves as carers, with some languages lacking a distinct word for 'carer'. They may instead primarily see themselves as a family member, whom due to cultural expectations will not access resources available to them. Although Warrington's population predominantly identified their ethnic group as "white" in the 2021 census, it is vital that organisations are culturally sensitive, and cater to the distinct needs of Black, Asian, and minority ethnic carers and particularly of the Polish, Hong Kong and Ukrainian populations that are growing fastest in Warrington. In the census data for 2021:

- 93.5% of people in Warrington identified their ethnic group within the "White"
- 1.6% identified their ethnic group within the "Mixed or Multiple" category
- 0.9% identified their ethnic group within the "Other" category ("Arab" or "Any other ethnic group")

#### Priority One "I" statements

- I feel that what I do as a carer is recognised, understood and valued
- I am listened to and considered as part of the team planning care for the person I care for
- I have someone I can contact if I am under pressure

## Priority Two – Accessible and joined up services

This priority area covers the difficulties that carers told us about the ease or not of finding their way to help for the first time and then ongoing. By ‘accessibility’ we are referring to carers being able to contact services easily, having more choice and services local to where people live (such as a variety of carer breaks on offer). We also mean professionals recognising difference and ensuring that their services are accessible for **all** carers. Accessibility should also improve with more recognition.

‘Joined up services’ is referring to when people may need support from different organisations in their own right and for the cared for person. Navigating the system and for example having to repeat things over again or provide duplicate information time and again were regularly reported.

Many carers pointed out a lack of carer aware or sensitive service provision, which made them less accessible, for example limited access to respite and mental health support. Some carers reported feeling like they “fell into a black hole” once they had been referred from one service to another and were not kept informed about the processes and/or expected waiting times.

Carers shared the significant physical, emotional, and mental impact of their role, highlighting the need for better access to mental health support, counselling, advocacy and understanding of their role as carers.

Warrington’s carers have told us that they found it either difficult or very difficult to find information. Accessible information and advice, is a requirement of the Care Act 2014 [Care Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk) and is embedded with in CQC’s Assurance framework, Supporting people to live healthier lives - Care Quality Commission [Supporting people to live healthier lives - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk).

Assessments for support and help can be triggered in a number of ways. For many people it follows the work done to support the cared for person. All partners need to be more attentive to the needs of people that are caring for that individual and must be taken into account alongside the cared for person jointly or in their own right through a carers assessment.

We will revisit the work undertaken by Warrington Safeguarding Partnership to understand what processes were in place for identifying and responding to carers, whether agencies recognised the strain on carers and how agencies responded to the needs of those carers.

### Priority Two “I” statements

- I can get good quality information and advice which is relevant to me when I need it
- I know where to get help from when I need it including when things go wrong
- I have the opportunity to have a break from my caring role and have choice and control over the type of break I receive.
- I am assured that the person I care will be well looked after when I do a get break
- I am supported right through my caring journey and it is recognised that during times of transition I may need extra support.
- I am satisfied with the support that the person I care for receives

## Priority Three - Supporting Carers

We recognise and value the vital contribution that carers make and will ensure that we provide different types of support that make a practical and positive difference to help carers.

‘Supporting carers’ means improving on the range and scale of support currently on offer. There is currently a variety of carers groups across the borough, one to one support, a 24-hour carer helpline, advice on financial matters and training courses to help carers in their caring role by better understanding the needs of the cared for person.

Each carer has their own unique and individual circumstances and there needs to be a range of different types of support available to people. Some examples of this are access to different types of short breaks, which may be overnight, during the day, with or without the cared for person, assistance to return to work or learning. It is important that carers feel comfortable to have a break knowing that the cared for person is settled, happy and safe. We will review what breaks are available and whether these are meeting needs in the way that carers are reporting.

Under the Care Act, carers are eligible for a statutory carers assessments which sometimes result in carers being offered a Direct Payment to enable them to take control of their options to support their own health and wellbeing. Some carers use their Direct Payments for wellbeing sessions or to fund a Personal Assistant to sit with the cared for whilst the carer gets a short break.

In line with the national picture, carers in Warrington are facing financial pressures which are exacerbated by being a carer and having reduced access to work and learning for example. We already have a good variety and extent of services in Warrington that can provide welfare rights and financial advice to carers. However, the feedback we have had suggests there is more that can be done, and we need to widen the promotion of these services. For carers that are looking to start or return to employment we need to find ways to help them navigate this with support.

It is particularly important that we support carers during times of transition. This includes supporting children who are carers as they become adults. Responding to people as their life changes is essential for example people caring for someone who may be end of life and carers who are no longer directly caring due to bereavement or a change of circumstances.

As partners, we will review the current pathways into support and look at where these can be improved and can be more flexible. This will include pathways for young carers, young carers transitioning to adulthood, young adult carers and parent carers. As stated, a priority will be to review the current breaks offer.

### Priority Three “I” statements

- I feel that I am supported to look after my own health and wellbeing
- I get to have a break and some time for myself or with other family and friends
- I am able to balance caring with my education and/or work
- I am able to keep in touch with friends and family
- I am supported well when my life or circumstances change
- I feel supported when my caring role ends

## Our Delivery Plan and how we will check progress

A detailed Delivery Plan sits alongside this strategy to guide the implementation of the Commitments and Priorities. This plan will serve as a roadmap, detailing specific actions, responsibilities, and timelines to achieve the strategy's priorities.

### Assurance / Governance:

Warrington Carers Partnership Board has strategic responsibility for overseeing the development, joint commissioning and implementation of services for people who are unpaid carers irrespective of their age, and as such has responsibility for the delivery of this strategy. The role of the Carers Partnership Board includes:

- Promoting a culture where carers are expert partners in care and where the needs of carers are considered by all statutory, third sector and independent organisations in planning and delivering services
- Supporting and promoting the involvement of carers in the design and commissioning, redesign and delivery of services
- Overseeing the implementation of the Delivery Plan and Board action plans derived from this strategy and national and local carers priorities
- Directing and supporting the work of board subgroups formed to deliver objectives set by the board

Membership is made up of representatives from key agencies and carer representatives. The Carers Partnership Board reports to the council's Health and Wellbeing Board which is the strategic joint commissioning board for all health and social care. For more information about the Carers Partnership Board, visit [warrington.gov.uk/carers](http://warrington.gov.uk/carers).

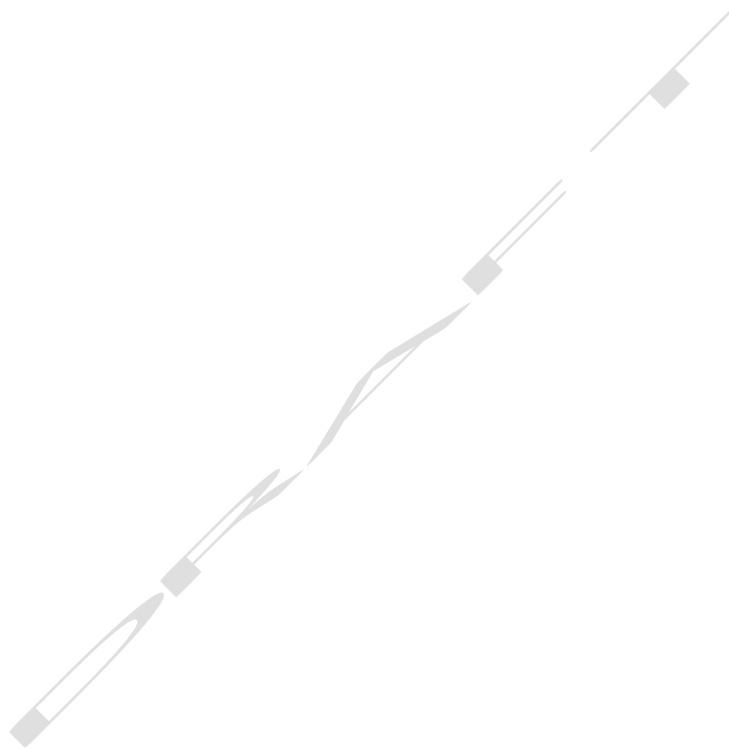
### How we will know we are making a difference

It is important that the Carers Partnership Board has a way of knowing that the actions and commitments being undertaken are making a difference for carers. We will be taking a number of different approaches to this. **A priority will be regular feedback from carers and involvement by them in agreeing the key actions.**

Some of the ways that we will do this include:

- We will invite carers to share their experiences through various forums and groups (including the newly formed Carer Engagement Group) and via the various carers groups across the borough
- We will get feedback from partners delivering carer groups to understand key themes, issues, successes etc.
- Partner organisations will report progress to the Carers Partnership Board against the actions set out in the Delivery Plan on a quarterly basis
- We will check whether the number of Carers registered with GP practices has increased.
- We will use information that partners submit in statutory returns to government
- We will ask commissioned services to share a summary of their performance reports
- We will look at the results of national and local surveys, i.e. GP patient surveys and local surveys such as the JSNA and Health and Wellbeing surveys

Each partner organisation will be responsible for identifying and implementing the actions that are allocated to them. This is collated into an overarching Delivery Plan. The Delivery Plan accompanying this strategy sets out how we intend deliver the commitments and priorities set out in this strategy. For a copy of the Delivery Plan or further information on how we are progressing, please visit [warrington.gov.uk/speak-someone-about-our-services](http://warrington.gov.uk/speak-someone-about-our-services) for options on how to get in touch with us.



## Relevant legislation

Below sets out an overview of our duties and accountabilities that all partners have to carers.

### The Care Act 2014

The Care Act recognises that supporting adult carers is just as important as supporting the people they care for. The Care Act gives adult carers the right to support from their local authority which can include information and advice, preventative services, carer's assessment and support to meet a carer's needs based on national eligibility criteria. The Care Act also places a duty on local authorities to identify young carers and provide support for parent carers and young carers when a young person in transition to adulthood.

### The Children and Families Act 2014

The rights of young carers and parent carers are covered in the Children and Families Act. The local authority has to provide information and support to prevent young carers from inappropriate caring, as well as providing an assessment for a young carer or a parent carer if it appears that they have needs or if they request an assessment.

### The NHS Long Term Plan 2019

Nearly one in five people who responded to GP Patient Survey in 2019 said they had caring responsibilities and as society ages, every year we see a million people become carers for the first time. The NHS depends on the vital contribution carers make but people looking after family or friend need to feel recognised and supported. The NHS Long Term Plan set out key ambitions for the NHS over the next ten years. As part of the Plan, the NHS recognised that it needed to improve identification and support for all carers (young and adult). Under the plan the NHS have introduced 'carer quality markers' in primary care to provide better support for carers in emergencies, 'top-tips' for supporting young carers, and making sure that carers benefit from wider use of social prescribing.

### The Employment Rights Act 1996 and the Work and Families Act 2006

The Employment Rights Act gives carers rights at work that can help them to manage work and caring responsibilities. The Employment Rights Act 1996 and the Work and Families Act 2006 gives working carers rights to help them manage work and caring responsibilities including the right to request flexible work and leave entitlement. Since April 2007, the right to request changes to working patterns was extended to employees who care or expect to care for an adult dependant. Leave entitlement for carers was further strengthened in the Carers Leave Act 2023.

### The Carers Leave Act 2023

The Carer's Leave Act came into effect on the 6 April 2024. Under the Act:

- Employees are entitled to one week's unpaid leave per year if providing or arranging care for someone with a long-term care need
- This leave can be taken flexibly (in half or full days) for planned and foreseen caring commitments
- It is available from the first day of employment



- It provides the same employment protections to employees as other forms of family-related leave, including protection from dismissal

## The Equality Act 2010

The Equality Act 2010 protects carers against discrimination or harassment because of their caring responsibilities. The Public Sector Equality Duty is a legal requirement contained within the Equality Act which requires public authorities and others carrying out public functions to have due regard to the needs of carers, who are defined within the Act as a protected characteristic group. The Equality Act protects carers against direct discrimination or harassment because of their caring responsibilities. This is called “discrimination by association”. This Carers Strategy recognises carers as a protected characteristic group within the Equality Act 2010. The strategy and Delivery Plan that sits alongside it, will address the barriers of equality of opportunity for carers and set out our aims and proposals to eliminate (where possible) or reduce those barriers for unpaid carers.

## Mental Capacity Act 2005:

The Mental Capacity Act protects those who may lack the capacity to make certain decisions themselves. It's particularly relevant for carers of individuals with mental impairments, detailing how decisions should be made in the best interests of those who lack capacity and providing guidelines for lasting power of attorney and deputies.

## Associated local strategies

The following local strategies link into this Carers Strategy demonstrating the 'system wide' approach to delivering good outcomes for carers in line with our legislative duties and responsibilities, priorities and aspirations.

### **'Living Well in Warrington' –Warrington's Health and Wellbeing Strategy 2024 – 2028**

'Living Well in Warrington' presents the vision for improving health and wellbeing across the borough. It is a commitment to everyone in our town to give every child the best start in life so they can fulfil their potential, supporting adults to work and live fulfilling lives and ensuring older people enjoy a healthy, independent, and rewarding old age, feeling safe and connected in their communities. The plan is for everyone in the town. Unpaid carers play a vital role in helping, supporting and caring for people in our community to enable them to live the best life possible and are referred to within the document.

### **Warrington Borough Council's Corporate Strategy 2022 - 2024**

The Corporate Strategy sets out the Council pledges, priorities and values. Specific to carers, the strategy pledges to:

- Support carers to live well by increasing awareness, improving and extending the offer of support
- Continue to embed our strengths based systemic practice model, with an emphasis on good relationships with children and parents/carers so we support vulnerable children and families who need a social work response, avoiding being process driven, by managing safe uncertainty/risk well

### **Adult Social Care Commissioning Strategy 2022 – 2032**

Adult Social Care's Commissioning Strategy vision is to encourage and enable people, their families and carers to stay well and live independently for as long as possible as set out below:

- When support is needed, our aim will be to identify approaches that build upon strengths so that people can take control, arrange and influence their own support and or care In Warrington, we are committed to working with communities and people with lived experience, testing new approaches to wellbeing, prevention and care. A central theme is helping people to live and age well in their own home supported in different ways for example through paid and unpaid carers, technology and community services
- The strategy recognises that nationally there is a new obligation for Integrated Care Boards and NHS England to involve carers when commissioning care for the person

In relation to carers, the Commissioning Strategy priorities are to:

- Deliver our Carers Strategy that promotes and prioritises carers to live and enjoy their own lives while caring for others
- Support unpaid carers to reshape the services offered to them and work with partners to address gaps or duplication in support provision look to continuously support improvement of quality through our commissioning activity, improved intelligence gathering and listening to feedback from people, including those that use/deliver services, unpaid carers and other stakeholders

## **Warrington and Halton Hospitals (WHH) Strategy 2023 - 2025**

The Trust's mission is "to be outstanding for our patients, our communities and each other" and is built upon three key strategic aims of Quality, People and Sustainability, to reflect the changing landscape in which the NHS operates as set out briefly below.

- Quality: We will always put our patients first, delivering safe and effective care and an excellent patient experience
- People: We will be the best place to work, with a diverse and engaged workforce that is fit for now and the future
- Sustainability: We will work in partnership with others to achieve social and economic wellbeing in our communities

## **Cheshire and Merseyside Health and Care Partnership (ICP) Interim Strategy for 2023 -2028**

In relation to carers, [Cheshire and Merseyside Health and Care Partnership](#) (ICP) Interim Strategy states that: "we will:

- Identify and support carers, particularly those from vulnerable communities
- Adopt carers passports / introduce best practice quality markers in primary and secondary care
- Share caring status with healthcare professionals wherever they present via electronic health record
- Ensure carers understand the out of hours options available to them via 'contingency planning' conversations and have appropriate back-up support in place for when they need it. Electronic health records will enable professionals to know when and how to call those plans into action when they are needed
- Implement young carer "top tips" for GP's to include preventative health approaches, social prescribing and timely referral to local support services"

## **Merseycare NHS Foundation Trust Carers Strategy 2023 -2026**

Merseycare NHS Foundation Trusts Carers Strategy was developed with carers and sets out the Trusts vision for staff to be Carer aware and understand Carers rights. It recognises the value carers play in delivering patient centred care, when they are patients themselves or are colleagues. The aim is to make carers feel informed and engaged in the care of the person or people they support. The aim is also to improve involvement in care planning development, delivery, review, service development and monitoring and evaluation of services.

## **Warrington's Dementia Strategy 2024 - 2028**

Warrington's Dementia Strategy sets out the broad priorities for health and care services in Warrington, based on what people affected by dementia and their support networks say is most important to them. The plan outlines the joint approach partners will take to ensuring that people affected by dementia are able to live well and confirms the commitment to person-centred care

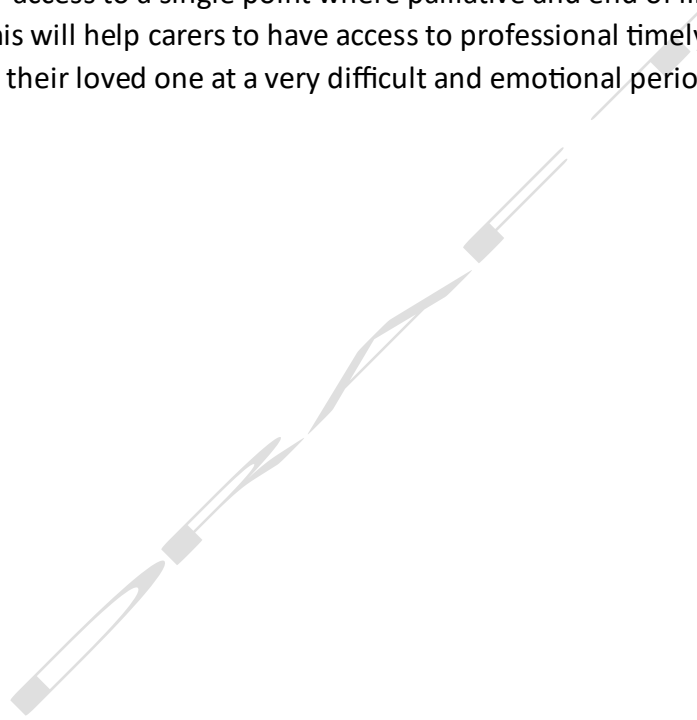
and support. The strategy is overseen by Warrington's Dementia Transformation Board whose membership encompasses health and care professionals, providers, as well as voluntary sector partners from Warrington who advocate for individuals with dementia and their carers.

### **Palliative and End of Life Strategy 2024**

Warrington's Palliative and End of Life Care (PEOLC) strategy is based on a five-year delivery plan developed using a self-assessment focusing on:

- Identifying individuals who are palliative, which involves identifying our 1% of population in the last 12 months of life
- Upscaling of health and social care staff, focusing on education and training.
- How achievements are measured.

As part of the strategy, patients, families and professionals have access to 24/7 specialist palliative care advice and 24/7 access to a single point where palliative and end of life care can be triaged and coordinated. This will help carers to have access to professional timely support and advice to help them caring for their loved one at a very difficult and emotional period.



# Getting involved

If you would like more information about the work of the Carers Partnership Board or to join a mailing list, receive minutes of meeting etc. please email [servicereception@warrington.gov.uk](mailto:servicereception@warrington.gov.uk)

Summarised below are details of some groups that provide opportunities for carers to give feedback and contribute and participate in the development and review of services.

## **Mersey Care Carer Support Pathway**

Mersey Care Carers Support Pathway offers opportunities for carers to get involved in engagement and coproduction activities, receive regular updates from the Carer Engagement Team and opportunities to access the Carer Training Education and Support programme (TES). You must be aged over 18 years of aged and caring for someone under a Mersey Care service.

If you would like more information please contact the Carer Engagement Team via email at [carers@merseycare.nhs.uk](mailto:carers@merseycare.nhs.uk) or telephone 01925 972801.

## **Warrington Borough Council Carer Engagement group**

Warrington Borough Councils Carer Engagement Group is open to carers aged over 18 years whatever your caring role. The group provides feedback on a variety of carer topics – everything from carers views about this strategy and carer questionnaires to events, such as suggestions to celebrate Carers Week. Carers can be involved as little or as much as they'd like and can participate as and when they want to. Most communications will be via email, but we are hoping to develop the group so that we can do more group sessions on certain topics as a measure of how effective our Delivery Plan for this strategy is working.

If you would like more information please contact Nicola Kerr, Service Development Manager via email at [nkerr@warrington.gov.uk](mailto:nkerr@warrington.gov.uk) or telephone 01925 444061.

## **Warrington and Halton Hospital Expert by Experience group**

NHS organisations in our borough provide a range of opportunities for patients and carers to feed into service developments and strategies. Examples include becoming a foundation trust member, a volunteer or joining a lived experience programme.

For more information visit [whh.nhs.uk](http://whh.nhs.uk) or email [whh.engagement@nhs.net](mailto:whh.engagement@nhs.net)

## **Warrington Carers Hub**

Warrington Carers Hub provides a **single point of access for all carers including young and adult carers** in the borough of Warrington. The Hub exists to ensure that carers of all ages have access to information, advice and a wide range of support services which are designed to help carers continue in their caring role for as long as they choose, and reducing the impact the caring role can have on their own health and wellbeing. The Hub has a dedicated group of carers who support partner agencies with online surveys and questionnaires and they also have a carer who regularly

attends Carers Partnership Board meetings. The Hub is currently in the process of developing a support group for carers aged 18 to 25 years. If you would like to get involved with any aspect or for more information, please email [enquiries@warringtoncarershub.org.uk](mailto:enquiries@warringtoncarershub.org.uk) or call 0300 303 0623 and ask to be connected with Warrington Carers Hub.

### **Warrington Parents and Carers (WarrPAC)**

[WarrPAC](#) are a warm and welcoming group of volunteers, each with a lived experience of caring for a child or young person with special educational needs and disabilities. WarrPAC carry out engagement across health, education and social care to influence change by gathering and sharing members voices. WarrPAC also work with health, education and social care in wider coproduction to influence service development. WarrPAC help by signposting families to the right services and sharing a wealth of information, whether your child has a diagnosis, or you're just starting to look for information. WarrPAC also run sessions and events where parents can chat and share knowledge and experiences with other families in similar situations. WarrPAC listen to families to find out what's important to them and take their views to those who plan and provide services in Warrington. WarrPAC are represented on the Carers Partnership Board via a nominated representative who feeds back to the board any parent carer issues, difficulties, trends, themes etc. You can contact Warrington Parents and Carers on 07376 722719 or email [warrpac@gmail.com](mailto:warrpac@gmail.com)

### **Healthwatch**

Healthwatch's main statutory functions are to obtain the views of people about their needs and experience of local health and social care services and make these views known to those involved in the commissioning and scrutiny of care services. **Healthwatch Warrington** is an independent consumer champion for health and social care services. Healthwatch give children, young people and adults a powerful voice making sure their views and experiences are heard by those who run, plan and regulate health and social care services. Healthwatch Warrington will:

- Provide people with information, advice and support about local health and social care services
- Gather the views and experiences of local people on the way services are delivered.
- Influence the way services are designed and delivered based on evidence from those who use services
- Have the power to enter and view adult health and social care services to get a feel for how they are delivered
- Offer a free and independent advocacy service to anyone wishing to complain about any part of their NHS treatment or care

You can contact Healthwatch Warrington on telephone number: 01925 246893 or via email at: [contact@healthwatchwarrington.co.uk](mailto:contact@healthwatchwarrington.co.uk). Healthwatch's website can be at [healthwatchwarrington.co.uk](http://healthwatchwarrington.co.uk)

# Directory

Below is a list of organisations that carers can contact for further information, support, and advice:

<p><b>Warrington Carers Hub</b></p> <p>Provides a single point of access for all carers including young and adult carers</p> <p>Tel - 0300 303 0623</p> <p>Email - <a href="mailto:enquiries@warringtoncarershub.org.uk">enquiries@warringtoncarershub.org.uk</a></p>	<p><b>Warrington Borough Council (WBC)</b></p> <p>Adult Social Care</p> <p>Tel -01925 443322</p> <p>Children’s Social Care</p> <p>Tel –633913</p> <p>Out of hours Tel –01925 444400</p>
<p><b>Warrington Hospital</b></p> <p>Tel - 01925 635911</p> <p><b>Patient Advice and Liaison Services (PALS)</b> Tel - 01925 275512</p> <p>Email - <a href="mailto:whh.pals@nhs.net">whh.pals@nhs.net</a></p>	<p><b>Carers UK</b></p> <p>Provide information and advice on caring, and campaign with carers for lasting change to improve services.</p> <p>Tel - 0808 808 7777</p> <p>Email - <a href="mailto:advice@carersuk.org">advice@carersuk.org</a></p>
<p><b>Halton Hospital</b></p> <p>Tel - 01928 714567</p> <p><b>Patient Advice and Liaison Services (PALS)</b> – as above</p>	<p><b>Warrington Citizens Advice</b></p> <p>Tel - 0808 278 7993</p> <p>Email - <a href="mailto:admin@warrington.cabnet.org.uk">admin@warrington.cabnet.org.uk</a></p>
<p><b>Cheshire and Merseyside Integrated Care Board</b></p> <p>NHS Cheshire and Merseyside – the integrated care board (ICB) for the region – is responsible for planning NHS services for our population, which includes the care received at your GP practice, local pharmacy, NHS dentist, NHS opticians, or at hospital.</p> <p>Tel – 01925 944443</p> <p>Email - <a href="mailto:warrington.queries@cheshireandmerseyside.nhs.uk">warrington.queries@cheshireandmerseyside.nhs.uk</a></p>	<p><b>Warrington Speak Up</b></p> <p>Local advocacy organisation providing a range of support in addition to advocacy, such as mental health support and support with dementia diagnosis</p> <p>Tel – 01925 246888</p> <p>Email - <a href="mailto:info@advocacyhub.org.uk">info@advocacyhub.org.uk</a></p> <p><a href="http://www.warringtonspeakup.org.uk">www.warringtonspeakup.org.uk</a></p>
<p><b>Warrington Safeguarding Partnership</b></p> <p>The purpose of the Safeguarding Partnership is to support and enable local organisations and agencies to work together to safeguarded children and adults and promote their welfare.</p> <p><a href="https://www.warringtonsafeguardingpartnerships.org.uk/">https://www.warringtonsafeguardingpartnerships.org.uk/</a></p>	<p><b>NHS Warrington Talking Therapies</b></p> <p>Designed to help anyone registered with a Warrington GP, to deal with common mental health problems, including depression, anxiety, panic disorder, phobias, obsessive-compulsive disorder (OCD) or post-traumatic stress disorder (PTSD).</p> <p>Tel – 01925 401720</p>

<p>If your wellbeing and day-to-day life is affected, you can ask for a carers assessment so that services and support can help you to look after yourself and the person you care for. <a href="#">The website has a page dedicated to carers.</a> The link here will take you to that page and explains who and how you can contact for a carers assessment and provides links to other useful sites.</p>	<p><a href="http://www.mhm.org.uk/talking-therapies-warrington">www.mhm.org.uk/talking-therapies-warrington</a> Self-referral available via website link.</p>
<p><b>Healthwatch Warrington</b></p> <p>Provides a free, confidential service to listen and understand any issues or challenges carers are facing within health and social care systems. Healthwatch Warrington provide a voice and feedback to local health and social care leaders.</p> <p>Tel - 01925 246893</p> <p>Email - <a href="mailto:contact@healthwatchwarrington.co.uk">contact@healthwatchwarrington.co.uk</a></p>	<p><b>Kooth</b></p> <p>Kooth.com is a free, safe and anonymous digital mental health service that is available for young people aged 11-18 across Warrington.</p> <p>Email - <a href="mailto:eroberts@kooth.com">eroberts@kooth.com</a></p> <p><a href="http://www.kooth.com">www.kooth.com</a></p> <p>Facebook - <a href="https://facebook.com/koothUK">facebook.com/koothUK</a></p> <p>Twitter - <a href="https://twitter.com/kooth_plc">twitter.com/kooth_plc</a></p>
<p><b>Warrington Disability Partnership (WDP)</b></p> <p>is a user led charity providing information on peer counselling, equipment, personal assistance, transport, access, employment, education, training and a range of other services.</p> <p>Tel – 01925 240064</p>	<p><b>Alzheimer’s Society</b></p> <p>provides practical guidance and support for people living with dementia and their carers.</p> <p>Tel - 0333 150 3456</p>
<p><b>Merseycare Carer Support</b></p> <p>Supports carers whose cared for is accessing any of the Merseycare services. Provides access to emotional support, training education and support [programmes, and regular updates from the Carer Engagement team.</p> <p>Tel - 01925 972801</p> <p>Email - <a href="mailto:carers@merseycare.nhs.uk">carers@merseycare.nhs.uk</a></p>	<p><b>The Children’s Society</b></p> <p>The ‘Include service’ helps young carers, families and those who work with young carers to understand young carer rights, introduce young carers to other young carers, and advise on different ways into education and employment.</p> <p><a href="http://childrenssociety.org.uk">childrenssociety.org.uk</a></p> <p>Tel – 01962 711511</p> <p>Email - <a href="mailto:include@childrenssociety.org.uk">include@childrenssociety.org.uk</a></p>

If you are unable to download or access any of the links to further documents, please call Warrington Carers Hub on 0300 303 0623 who will be able to help you

**Please contact Warrington Carers Hub if you would like to discuss your caring situation and who is best placed to help.**

**You can also access free support and advice at your local Talking Point.**



[Talking Points](#) are taking place each week across Warrington to help residents to easily connect to support and access information and advice.